

## **Title: CCENS – Problem Resolutions**

## Error 380 during installation

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### Symptoms:

During an installation the user gets the following errors.

Procedure: CopyFiles

Module: frmMain

Source: ProgCtrl

Number: 380 : 23

Description: Invalid property value

Procedure: SelfRegisterFile

Module: frmMain

Source: ProgCtrl

Number: 380 : 19

Description: Invalid property value

### Cause:

The progress bar max value is being set to 0. The max value is equal to the total number of files to be copied or registered. This is obviously wrong and somewhere in the unzipping a problem must have occurred.

### Resolution:

Attempt to re-deploy (manually with an Administrative account) using the ccensXXdeploy.exe file where XX is the version number (i.e. ccens20deploy.exe). Refer to the *CCENS - Manual Installation Procedures* document.

## Cannot Create Shortcut

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### Symptoms:

After CENS is unzipped and installed on the user's pc the error "CANNOT CREATE SHORTCUT" occurs. User gets the emergency notices but is concerned about the error.

### Cause:

A possible cause could be that the installation was not done using an Administrative account.

### Resolution:

Verify user has a shortcut to the USDA CENS Client (cdatray.exe) in the C:\Documents and Settings\All Users\Start Menu\Programs\Startup folder off the Start menu. If missing, create a shortcut to the C:\Program Files\CENS\cdatray.exe file.

## Error 430 after computer startup

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### Symptoms:

User gets, "PROCESS MODULE FRM MAIN. PIX SETUP. #430:0 CLASS N" when user first turns on her pc in the morning. User says pc also locks up from time to time.

### Cause:

A COM file (DLL/OCX) did not get registered properly during the installation process.

### Resolution:

Determine which file did not get registered and manually register the file using Microsoft's Register Server (regsvr32.exe).

## **Error: Illegal Operation**

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### **Symptoms:**

User gets Illegal operation error. Also gets error "CDAMSG". Ran disk cleanup, pc would not complete disk defrag. Also user is getting "Fatal Exception" error. This comes up when he is trying to access outlook. User said these error messages pop up about every 2/3 minutes. ALL of these PROBLEMS happened AFTER "CENS" was installed on his pc.

### **Cause:**

Unknown.

### **Resolution:**

Uninstall CENS and try to reinstall using the manual method. Refer to the *CCENS - Manual Installation Procedures* document.

## **Error: Fatal Exception**

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### **Symptoms:**

User gets Illegal operation error. Also gets error "CDAMSG". Ran disk cleanup, pc would not complete disk defrag. Also user is getting "Fatal Exception" error. This comes up when he is trying to access outlook. User said these error messages pop up about every 2/3 minutes. ALL of these PROBLEMS happened AFTER "CENS" was installed on his pc.

### **Cause:**

Unknown.

### **Resolution:**

Uninstall CENS and try to reinstall using the manual method. Refer to the *CCENS - Manual Installation Procedures* document.

## **No audible alert from CENS**

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### **Symptoms:**

User states they can not hear CENS warning through their speakers. They did hear the warning the first time they received the CENS warning. Speakers work on all application BUT CENS. User has WIN98

### **Cause:**

Unknown.

### **Resolution:**

If the user cannot hear the siren,

1. Verify that the file cdamsg.wav file is in the installation folder, typically C:\Program Files\CENS\cdamsg.wav. If the file is missing then the siren will not sound.
2. Verify nothing is muted on the system.

## **Error: Overflow**

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### **Symptoms:**

User received this message when a test message was to be displayed:

Procedure: Form\_Load  
Module: frmMessage  
Source: cdamsgr  
Number: 6 : 25  
Description: Overflow

**Cause:**

We believe this error only occurs on Windows 9x machines and this is happening when CENS tries to set the audio volume to the maximum.

**Resolution:**

None at this time.

**Error: Component 'msinet.ocx' or one of its dependencies not correctly registered: a file is missing or invalid**

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**Symptoms:**

This message appears every 20 seconds or so after installing CENS.

**Cause:**

The file msiinet.ocx is missing, or the wrong version for the operating system.

**Resolution:**

Verify the msiinet.ocx file exists on the user's system and is registered. This file comes with several products. See <http://support.microsoft.com/servicedesks/fileversion/dllinfo.asp> for more information on this file.

**Error: CreateShortcut during installation**

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**Symptoms:**

During the installation, manual or automated, the user receives this error:

Procedure: CreateShortcut  
Module: bpixUtils  
Source: WshShortcut.Save  
Number: -2147024891 : 610

Description: Unable to save shortcut "C:\Documents and Settings\All Users\Start Menu\Programs\Startup\USDA CENS Client.lnk".

**Cause:**

The user does not have the proper permissions to install the software.

**Resolution:**

Install the application with an Administrative account.

**Emergency Message does not display in full screen mode**

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**Symptoms:**

The emergency message CENS displays does not cover the user's entire screen (maximized).

**Cause:**

Unknown.

**Resolution:**

None at this time.